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Rhode Island Library Association Bulletin



JANUARY

1985

RHODE ISLAND LIBRARY ASSOCIATION

150 EMPIRE STREET

PROVIDENCE, RHODE ISLAND 02903

Indexed in Current Awareness
Library Literature
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Editorial Notice:

The Bulletin is published ten times per year, with combined issues in May/June and July/August. News and articles should be submitted to the editor by the first day of each month for publication by the first of the following month.

The Bulletin is a publication for public, school, academic and special libraries of Rhode Island. Published by the Rhode Island Library Association, the Bulletin welcomes news and discussion of interest to RILA members. Articles contained herein, however, do not necessarily reflect the ideas of the RILA membership, or the Bulletin staff or advertisers. All articles about library and media matters will be considered for publication. All should be signed and should not exceed ten double spaced typed pages unless the editor is consulted. Cover art should be done in black and white and should measure 7½ inches wide by 6 inches high.

The Bulletin subscription rates are \$12.00 per year for agencies or individuals not holding membership in RILA (overseas postage is additional).

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RHODE ISLAND LIBRARY ASSOCIATION
BULLETIN

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EDITOR'S NOTEBOOK

Several people have asked me about the process involved in bringing the Bulletin to press each month, so I thought I'd share some of the details with the readership. At the risk of over simplification, the process is as follows.

Each of the editors responsible for soliciting and editing material to be published submits the material to the Managing Editor by the first of the month deadline. The areas of responsibility are

- Feature Editor: Solicits and edits the major feature items for each issue (articles, conference summaries, etc.)
- News Editor: Compiles and edits news items for inclusion in the monthly columns: Bulletin Board, People in the News, News from the Executive Board.
- Calendar: Collects and edits various notices of events of interest to the Rhode Island Library community.
- Jobline: Receives and edits job postings. Sends copy of the jobs listing to anyone interested. Keeps an observant eye on the salaries vis a vis RILA's minimum salary resolution.
- Advertising Manager: Solicits paid advertising material for inclusion in the Bulletin. Bills advertisers upon publication.
- Managing Editor: Coordinates overall content and production process of each issue. Solicits special items (President's Message, Committee reports, etc.)

The Managing Editor reviews and edits all material as necessary and submits the material to the typist by the tenth of the month. Once material is received back from the typist it is proofed by the Managing Editor and corrections made as needed. The camera ready copy is then delivered to the Technical Editors, who are responsible for the layout of the Bulletin.

This includes arranging the printed material to provide continuity, insuring the correct number of printed pages (must be divisible by 4), choosing appropriate illustrations, inserting mastheads, paging the material, and preparing a table of contents.

The final version is then delivered to the printer, where cover stock is selected and final printing instructions are outlined (number of copies, special insertions, etc.) The printer, Immediate Printing Center in Warwick, then prints the Bulletin, using an offset method.

Meanwhile, the individual responsible for the mailing of the Bulletin insures that the list used by the commercial mailing service, A & F Mailing and Binding Service in Warwick, is kept up to date with additions, deletions and changes. Quite a task when the membership and subscribers total almost 700.

The printer delivers the completed Bulletin to the mailer, who addresses each copy, sorts the Bulletin for bulk mail, and delivers the copies to the U.S. Post Office. This is usually accomplished by the first of the month--which is the deadline for the next issue, and the process begins once again.

As you can see, the process is quite involved. However, the staff of the Bulletin are all excellent, well-qualified individuals who accomplish their respective responsibilities very effectively. The proof is in the reading...

Chris Chapman
Editor

AN OPEN LETTER TO RILA MEMBERS

It's impossible to describe the elation one has when an annual conference such as ours is as successful as was the 1984 Conference. However, after one year of hard work we do have some debts to clear, people to thank and brief time to enjoy and contemplate.

Let us begin by thanking the entire Conference Committee for their hard work, creativity and unabashed honesty. Many people set up programs for the committee and we thank them for their diligence and help. These librarians produced outstanding programs without headlines and public appreciation. The conference would not have succeeded without them.

Those speakers and moderators who presented their work to conference attendees deserve to be applauded. As with others, there was small remuneration for their efforts.

Finally, we think it appropriate to express our deep-felt appreciation to Fran Farrell-Bergeron and the Executive Board. They displayed patience when the Committee was struggling and courage when new ideas and methods were suggested. Their leadership and support was invaluable.

John Bucci
Peggy Shea
Conference Committee Co-Chairs



1984
RILA CONFERENCE
REPORTS

THE CHANGING ROLES OF MIDDLE MANAGERS by Ethel Lee

Susan S. DiMattia, business information and library services consultant, discussed the changing role of middle managers and offered suggestions for coping with the role. Attitudes in management have been changing rapidly since the seventies; the changes were "triggered" both by events and people, the civil rights movement, the Vietnam war, the oil crisis, Gloria Steinem, and Ralph Nader. The implications of these "trigger points" were discussed. People's reactions to situations are no longer easily predictable so economists are having problems forecasting change; old theories are no longer working.

Management styles were explored. Her most thorough discussion centered around strategic management where it is necessary to identify factors such as strengths and weaknesses, resources, contacts and environment. After identification of options and alternatives, a decision is made. Ms. DiMattia stressed the importance of being pro-active not reactive. An annual revision of one's plans is advisable.

Currently there is a strong trend toward participatory management which invites participation from all levels. This achieves a networking rather than hierarchical structure. Some management experts feel this trend is eliminating the need for middle managers; however, Ms. DiMattia feels middle managers have a unique position because they have the capability of seeing both sides--the views of top administration and the views of the employees. Middle managers have often been called followers; top management is entrepreneurial while middle managers get the ideas accomplished by communicating them to the worker.

Her advice to middle managers on dealing with employees was: be fair, mention problems at the time they occur, be ready to praise a job well-done. Above all, make employees aware of your interest in their concerns and your willingness to express those concerns to top management. Employees need to feel their manager has influence with the top administration.

Be aware of what your boss expects of you. Create reasons for contact and be interested in mutual activities. Make

your boss look good. Emphasize your ability and your interest.

Future middle managers will probably be generalists in charge of technicians, committed to lifelong continuing education, comfortable with change and knowledgeable about management theories. They will be able to communicate well with their employees as well as with top management. Ms. DiMattia stressed the art of active listening, seeking answers to why and how something is being said, not just the words being used.

To summarize, a middle manager must communicate both upward and downward; must be flexible, innovative and willing to take risks; must stay informed, read and attend meetings; must be confident.

* * * * *

RETROSPECTIVE CONVERSION by Robin Devin

The retrospective conversion program at this year's annual RILA conference featured a panel of vendor representatives who discussed their various products and services. In addition, the panel members provided information on the major issues involved in a retrospective conversion project.

The moderator, Sally Grucan of Wesleyan University Libraries, began with an introduction to the subject. She pointed out some of the issues which must be examined before beginning a retrospective conversion project. Among these are: the type of cataloging record desired, the time frame of the project, the personnel available, the cost, authority control, and the impact on other shared systems.

Penny Glassman of Informatics, the first panelist to speak, gave an overall view of some of the steps to take in preparing for retrospective conversion. The planning of long-range goals was the first step. Next, a sample of the Library's cataloging records should be examined to determine the type of records in the present system. A decision should then be made on the amount of data required in the converted record. Finally the cost of doing the project in-house versus hiring an outside vendor should be compared. If the library then decides on selecting a vendor for the project, a request for quotation should be prepared which specifies exactly what the library expects a vendor to provide.

The service provided by Informatics is the production of MARC format tapes from a library's shelflist. Informatics can do this conversion either on-site or off-site and uses either Library of Congress tapes or OCLC records for their projects. Ms. Glassman stated that they can convert any type of material and that costs vary depending on the type of material, the language of the records, and the quality control desired.

The next speaker, Robert Cunningham of NELINET, described the two retrospective conversion services offered by OCLC. RETROCON provides very high quality cataloging records produced at OCLC from a library's shelflist. The cost of this service runs from \$1.25 to \$4.50 per title depending on the type of collection being converted. MICROCON is a new OCLC service which uses a microcomputer to batch records in-house. These records are then sent to OCLC for conversion. The cost is 40¢ per title and OCLC estimates that approximately 50,000 titles can be converted in 6 months with the use of one M300 terminal.

Fae Hamilton, the CLSI representative, discussed conversion in terms of loading records into a CLSI circulation system or upgrading these records to a full MARC format. CLSI can convert brief records into MARC records by matching control numbers such as the ISBN or the LC card number. They can also convert item specific information into their format and produce book labels with bar codes in shelf order that match the item numbers assigned to each title for circulation purposes.

The speaker from UTLAS, Joanna Rood, began by outlining some important issues to keep in mind when thinking about a conversion project and then described the services provided by UTLAS. UTLAS provides three types of retrospective conversion services - a shelflist project like OCLC; using CLSI tapes to retrieve MARC records; or using an IBM PC with diskettes. Among the issues to keep in mind, Ms. Rood emphasized the importance of authority work in the conversion project.

The last speaker was Susan Severtson from Carrollton Press. Carrollton Press is responsible for the REMARC project which is converting the entire Library of Congress classified shelflist into full MARC records. Carrollton offers retrospective conversion services for other libraries by matching these records against a shelflist or computer tape, or using the microcomputer method. Price averages 40¢ per record for a typical academic library.

This program provided a wealth of information for any librarian considering retrospective conversion. Major issues in such a project were considered and the vendor representatives provided a valuable presentation on the current state-of-the-art.



SERIALS ONLINE by John Laurence Kelland

The Serials Online session at the Rhode Island Library Association's 1984 annual conference focused on the various available commercial serials control systems, their special features and the questions to be asked before choosing one. Fred Linden moderated. He pointed out that serials control is one of librarianship's most troublesome processes.

Robin Devin, Head of Acquisitions at the University of Rhode Island, discussed the questions you should ask before choosing a serials control system. Automation of serials control will not save you money but will increase the efficiency of your operation, handle new tasks (such as claiming), and increase information available to you on your serials records. Considerations in choosing a serials control system are:

- What types of serials you wish to include in the database;
- Whether to develop your own serials records or use a vendor;
- Currently active serials titles, or all serials;
- Various options available such as routing slips, binding, online check-in, ordering new titles online, cost, etc.

Sue Montigny, Northeast Regional Representative for Faxon, described Faxon's LINX serials control system. Some of the advantages of this system are: Claims are taken care of automatically, statistics are available, records are searchable by many access points, union list records are accessible, LINX can interface with other systems.

Phil Green, Vice President and General Manager of EBSCO Industries described the Ebsconet system, and the history of customer service. At one point considering dropping the system, EBSCO now is continuing to offer Ebsconet. Ebsconet allows claims, routing, tele-mail, online ordering and uses the OCLC M-300 terminal. Access is via Uninet.

Michael Stack, representing Blackwell Library Systems, stressed the flexibility of the PERLINE and BOOKLINE systems. Serials check-in, routing, ordering online, public inquiry and other features are available on PERLINE. PERLINE can be moulded to your library's needs. It has a very low downtime rate.

Ron Gardner, Production Manager for Marketing at OCLC, described the new Serials Control 350 system. The system provides many of the advantages of the other systems (check-in, claiming, routing, funds accounting, etc.) The system uses MARC records, reduces telecommunications costs, links to other systems, is a stand-alone system, and uses OCLC's M-300 terminal.

FROM START TO FINISH: PUTTING TOGETHER A BIBLIOGRAPHIC
INSTRUCTION PRESENTATION by Linda Walton

John B. Etchingham, Jr. from the Reference Department of the U.R.I. Library gave a very informative presentation on bibliographic instruction. The following are some suggestions from John:

A. Regardless of whether one is giving a presentation to a group or an individual it is essential to be prepared. Try to hold the class in the library and arrange a time that is convenient for both the library and the class. Begin with a floor plan and explain access points such as card catalogs, reference desks, and indexes.

B. The presentation should be geared to the specific needs of the patrons being instructed. For example, if one is speaking to a chemistry class explain Chem. Abstract...

C. Put together a packet to be distributed to the class. This is something that the librarian and the students can go through together. The packet should include examples of such things as subject headings, index citations, explanations on how to use the card catalog, serial lists...whatever is appropriate for your library and the class.

D. Concepts unique to a library such as the classification system, LC subject headings, and cross-references should be explained. Also review what information is available on a catalog card such as tracings and bibliographic information.

E. Special services such as interlibrary loan, database searching, microforms, and Government Documents should be mentioned so that the students/patrons are aware of them.

F. Emphasize the value of specialized indexes such as Business, Medicine, ERIC, and PAIS... Do not assume that the patrons/students already know how to use an index. Go through a citation noting features such as the front of the volume lists all correct titles...Do an actual search in an index and show them the journal article.

G. Graphics and visual aids such as a handout help keep the attention focused on what is being said by the instructor.

H. Evaluations can be handled several different ways. A formal evaluation can be requested, or a classroom "hands on" practice evaluation is helpful to both the librarian and the class. Sometimes just seeing some of the members of the class using the library on their own after taking the class is evaluation enough.

In conclusion, emphasis was placed on adapting bibliographic instructions to your library and the needs of the patrons/students.

* * * * *

WHO'S RIGHT? LIBRARIES AND CONSERVATISM by Claudia Perry-Holmes

Professor Francis S. Mancini of Roger Williams College was the featured speaker at a RILA program on conservative issues and materials sponsored by the Intellectual Freedom Committee (IFC). Interspersing his well-organized remarks with frequent quotes and examples, Professor Mancini discussed the philosophical differences between liberals and conservatives, as well as their ideological similarities. An examination of the varieties of conservatism present in contemporary America--economic, geostrategic, cultural and constitutional--was amplified by selective booklists on each of these topics. The substantial packet of handouts also included sources for reviews, booklists, news and commentary on conservative issues.

Preceding Professor Mancini's remarks, this writer presented the results of a recent IFC survey of Rhode Island public and academic libraries, which checked the in-state holdings of a list of conservative books recommended by Jerry Falwell and Phyllis Schafly. The committee also determined whether these titles had been reviewed in standard media, and if so, where. Perhaps not surprisingly, larger libraries were more likely than smaller libraries to own the titles on the lists, while books which were not reviewed or out of print were less likely to be owned.

Following the presentations, a reactor panel responded to Professor Mancini's remarks and the survey results. Eileen Socha, director of the George Hall Library in Warren, discussed reasons, such as community interests or funding restraints, which might account for a library's decision not to purchase any of the titles recommended by Schafly and Falwell. Steve Brown, executive director of the R.I. chapter of the American Civil Liberties Union, presented the civil libertarian perspective on library representation of right wing materials, among other topics. A lively exchange between the panelists, speaker and members of the audience concluded this very informative program.

LEGISLATIVE ISSUES: AN OPEN FORUM by Linda Walton

Traditionally, the Government Relations Committee holds an open meeting to allow members an opportunity to express their ideas, opinions, and legislative needs. This year, however, the committee felt it would be more beneficial to hold an open forum at the RILA Conference to allow more members an opportunity to express their concerns to the committee.

The forum began with a panel discussion moderated by Beth I. Perry, State Librarian. The panel consisted of the following:

Frank Iacono, Reference Librarian, DSLS

Anne Parent, Assistant Director, Cranston Public Library

Peter Fuller, Assistant Director, Lincoln Public Library

Frank Iacono was Chairman of the State Documents Clearinghouse Committee. He gave a brief history of the events leading up to the State Documents Clearinghouse Committee, and he explained the need to get legislation passed establishing a Clearinghouse in Rhode Island.

Anne Parent was Chairman of the Government Relations Committee when the library property law passed in 1983 establishing new penalties for theft and damage to library materials. Anne explained the history of the legislation and the importance of amending the legislation to include the "shopkeepers privilege;" fines charged to be used for the library; and notices sent to the last known address shall be sufficient.

Peter Fuller, Co-chair of the Government Relations Committee spoke in support of the Library Funding Proposal. A pamphlet was distributed explaining the proposal with a long-range plan. The GRC hopes gradually to increase the funding for all areas over the next five years. Although an increase was secured last year, lobbying at both the executive and legislative branches of government must be maintained to insure that funding and increases continue.

Beth Perry spoke on the need for School Library Media Centers to be supported by RILA. The areas of concern were: Standards for librarians and materials used in the media center; and establishing financial support of media centers which was lost in Block Grants.



HAVE YOU GOT ANY GOOD BOOKS?
READERS ADVISORY IN THE PUBLIC LIBRARY by Sylvia Mercier

This lively, interesting program combined historical, theoretical and practical information about readers advisory services in the public library. Shirley Payne opened the program by providing the historical overview. She noted the contributions made by Samuel Swett Green who, as early as 1876, put forth the radical notion that patrons need individual help to find books. She also discussed Margaret E. Monroe's four imperatives of public service: information, guidance, instruction and stimulation.

The 1930's were the golden age of readers advisory services in main and branch libraries. The early term "library hostess" indicates that cordiality was expected of the librarian who helped patrons.

Readers advisory services did not suffer even as libraries became larger and were divided into specialized departments. At a University of Wisconsin readers advisory conference held in the 1960's, it was reaffirmed that the library's responsibility is to serve the individual reader and that guidance is fundamental to library service.

Next Susan Berman spoke of the reference interview. Her first point, that reference and readers advisory are inseparable, lead to a discussion of helpful techniques to use when helping patrons: avoid asking questions which can be answered by yes or no; be aware that library jargon is not part of the public library patron's vocabulary; be sensitive to the patron's personality, not just to his/her query.

Susan humorously illustrated her good advice with stories of confused, embarrassed and misunderstanding patrons being rescued by readers advisors who truly know their stuff. She ended her presentation with the idea that service to readers is not an option, but an obligation.

Peg Deignan then shared with the audience her years of experience with giving books talks. Her suggestions covered both preparation and presentation. One of her main points - always plug your own library - makes perfect sense. Other suggestions: bring with you the books you'll be talking about; make sure your notes are clear and easy to read; use humor or drama in your presentation; relate interesting anecdotes about the author; and never tell the ending of a book. Peg's handout (practicing what she preaches!) presents in outline form everything the fledgling book talker would need to know.

Lauri Burke, the last speaker, described her experiences with bibliographies. Lauri has found that the 21 bibliographies she has compiled in the past few years have helped her to

train herself in different subjects. Some of her bibliographies were created as part of library programs, some to help readers find genre fiction, and some she described as labors of love garnered from her own reading diary.

Other ways in which book lists are useful include training the new readers advisor; as instant displays; to lead readers to non-fiction; for use by homebound patrons; and to help other staff members if the readers advisor is not available.

Lauri finished by saying that book lists are aids to the important function of communication between the readers advisor and the reader.

* * * * *

LOW COST/NO TALENT DISPLAYS by John B. Etchingham

Out of money? Funds exhausted? Program coming up that could really use some advance work--publicity and visibility?

Well, what else is new!

As is the case more than not, we're on our own; and we can do it. A few simple techniques, supplies simpler yet and some plain old working of the mind and you'll be surprised what can be put together.

Next time you're on Empire Street have a look at Jackie Smith's (Children's Librarian at PPL) handiwork in the window displays. Better still, if you have a minute or two, go in and see her and more of the fruits of her imagination and labor. It's surprising what you can do with two or three pieces of construction paper, some felt tip pens, scissors and a stapler.

Something else you may want to do is pick up a copy of Easy Bulletin Boards for Libraries by Linda Jones or Quick N' Easy compiled by Mary Stewart. They're filled with tons of ideas. (I found these and several others listed in the URI collection files under Library Exhibits in the public catalog.)

Our thanks to Jackie Smith (PPL), Karen Quinn (Lincoln Public), Angel Randall (Cranston Public) and Elizabeth Egan (Auburn Branch, Cranston Public) for a well organized, informative and colorful session.

Coalition
Of
Library
Advocates

~ Annual Meeting ~

You are cordially invited to a
Champagne Reception
to celebrate

COLA's Incorporation

Thursday, February 14, 1985
at 5 o'clock in the afternoon

The State House
Providence, Rhode Island

Greetings: The Honorable Edward D. DiPrete
Governor of Rhode Island

.....
Contribution: \$7.50, includes 1985 Charter Membership in COLA
Please mail check for \$7.50 per person by February 1, to: Coalition of Library Advocates
95 Davis Street
Providence, RI 02908

I (we) will be happy to join you on February 14.
I cannot attend but want to be a Charter Member of COLA. (I enclose \$5.)

Name _____

Address _____

Phone _____

MOVIN' ON UP: FINDING AND SELECTING
YOUR NEXT JOB by Lucille Cameron

The program indicates that this session was geared for "librarians in search of the job beyond the entry level position." There was hardly an empty seat in the room. Does that mean that everyone was interested in moving onward and upward?

Nancy Arone Bassett who opened the session is the Associate Director of Career Services and Placement at Simmons College. Nancy suggested that one should survey the current situation in which one is working to assess what one hopes to gain by a change and how much one is willing to change. Is it to acquire or put into practice new skills, to escape from a current problem, or to change the environment?

Once these determinations have been made, it is necessary then to see what is out there. Make inquiries in one's present organization or look at one's skills and try to match them with the contents of jobs which are available. Position openings can be identified through several sources such as New England Job Line, Simmons Job Line Chronicle of Higher Education, library journals, New York Times, state library agencies, and the federal government listings.

Joe Santosuosso, the next speaker, is now a Systems Analyst with CLSI having started his professional career as a reference librarian. Joe's route had been a combination of several job moves plus an advanced degree. He felt that with a broad range of experience from reference to circulation librarian to head of a small academic library plus an MBA many doors had been opened to him. He foresaw the need for the management of data in the business world which will make use of the training of librarians.

Merrily Taylor, University Librarian at Brown University, made some practical observations. It was refreshing to hear this down-to-earth advice from someone who has successfully followed it. First of all, perform one's current job as well as one possibly can. If an assignment has been made and a deadline established, complete it on time and produce a fine product. If legitimate problems have arisen, inform one's supervisor. Supervisors also have the pressures of deadlines. Volunteer for projects but balance this with one's prime job responsibility.

As one progresses up the organizational ladder, one must remember that there becomes inherent with the position a greater commitment of time. Certain personal characteristics must be taken into consideration when contemplating an administrative position.

These are how well one enjoys making decisions, how easily one can accept other people's anger, and how effectively one can handle increasing stress. Administrators must be goal oriented rather than task oriented. If one would miss hands-on type of interaction with the public, it would be wise to stay out of administration.

Merrily closed her remarks with good common sense remarks dealing with the realization that success consists of a great deal of calculated risk-taking. One should clearly know what is expected from a new position, however, before moving. She cautioned not to rush up the ladder too quickly but to learn well along the way from one's previous mistakes.

* * * * *

"PARALLELS: LIBRARY DEVELOPMENT IN AUSTRALIA AND
THE UNITED STATES by Sylvia C. Krausse

Library systems in Australia and the U.S. were compared and contrasted in an informal discussion with John Mills, Reference librarian from Australia on sabbatical in the U.S., and Regina Slezak, Director of the Riverside Branch Library, who spent five years working in Australia. While John tried to give the audience a general overview Regina commented and added on interesting details. A few of the highlights will be touched upon in this report.

Following a short geographic overview of Australia, John emphasized that out of the total population of 15 million, approximately 70% is concentrated in the larger cities with populations over 100,000, mostly on the southern coast, such as Sydney, Melbourne, Perth, and Adelaide.

Because of the country's location, a sense of isolation seems very strong among Australians and might even be associated with some sort of "inferiority complex." John pointed out that there is a general belief that Australians assume that all American libraries are as well-endowed as those featured in library journals. It was a relief to go abroad and find that in general Australian libraries are not worse off than American libraries.

Until the early 70s the book selection policy was mandated by Great Britain in a publisher's agreement which favored European publishers and actually stipulated that it was illegal to purchase books from the U.S. Consequently, the collections show this bias and unexpected material, such as one of the best collections in the world on English woolen mills, can be found. Books are now twice as expensive as in the U.S. causing decided budget problems. Another consequence of distance is that the time lag can be substantial for both books and periodicals. Tynnet/teletel connection costs are almost triple. Information retrieval via Dialog can also be tricky because of the different spelling systems and use of words in Australian/English and American/English.

On the plus side, salaries are higher than in the U.S. and benefits are far better because of extremely strong unions. The non-professional base salary starts at \$7.70 per hour as opposed to the \$3.35 minimum wage in the U.S. All employees in Australia get four weeks vacation and before leaving a 17% "vacation bonus" is added to one's salary. For working Saturdays and Sundays one gets paid double and the evening shift is half an hour shorter than the regular shift. Overall John feels that on the average, Australian librarians are better off than American librarians, especially when taxes are taken into account.

Another major difference between librarians in the two countries is professional status. In general, library workers in Australia are divided in three categories: non-professionals, library technicians (those who have passed a two year library program) and professionals. Until 1980 anybody could take the "exam" offered by the Australian Library Association which on the average consists of handing in three papers per year for three years. Upon completion the Registration's Certificate is granted and one is a professional. However, since the early 70s more schools started to offer undergraduate and graduate library courses, and professional librarians now have to complete one year of graduate library courses beyond the B.A. degree.

The National Library in Canberra produces the national union catalog which lists the holdings of most university libraries, the equivalent of the Library of Congress' NUC. Public libraries in Western Australia have a classified catalog with the holdings of the entire region in printed form which definitely facilitates interlibrary lending. In some areas computerization is on a par with the U.S. Even the public libraries of the distant and less populated Northern Territories are computerizing their holdings now and forming a regional network.

In conclusion, both Regina and John commented that their respective experiences abroad were invaluable and very worthwhile indeed.



STAFF COMMUNICATION: LESSONS TO BE LEARNED FROM PRIVATE
CORPORATIONS RECOGNIZED FOR EXCELLENCE BY Janice Sieburth

"Who's on First?" with Abbott and Costello and a game of finding numbers in sequence were used by Michael Knieval, Director of the Pawtucket Public Library, to illustrate the fundamentals of communication: that individuals see reality differently and that the receiver must take in the message for there to be an effective interaction.

Once he had the attention of the audience, he stressed the importance of the basics: Perception, expectation, motivation and understanding that information is not communication. Some hints for effectively communicating both downward and upward in a library organization are:

1. Face-to-face communications are best. This is the most important hint of all. Share coffee breaks, have lots of meetings, create a campus-like setting so people bump into each other. If the boss doesn't come around, keep after him (her), keep calling, keep asking.
2. Discussions should be open for any comments and ideas, but should focus on issues.
3. Use the right kind of tools such as bulletin boards, chalk boards, butcher paper for messages and large tables (no 4-person tables in the lunch room).
4. If there are heretics or loonies on the staff, let them run. A highly charged individual can do much to increase communication. To control them be open and use informal checking.
5. Management by wandering around gives immediate feedback, opportunities for news swapping and positive strokes. Good people deserve direct confrontation with the boss.
6. A manager must be out of the office 2/3 of the time. Everyone needs at least two hours per month on the front lines-- the Public Service Desk. This reinforces who the real boss is: THE CUSTOMER.
7. Brevity is an asset in making a proposal. To be effective, state the proposal clearly in less than a minute and end with a request for action.
8. Let people hash things out. Give credit when someone is right, if not, let them grow with their mistakes. Don't stifle with compromise.

Do some reading: Peter Drucker is the guru for business management and many effective principles can be learned from the Japanese. Good lessons for library management, productivity and morale!

* * * * *

ERGONOMICS by Frank P. Notarianni

When I first heard the term "Ergonomics" I thought it was an offshoot of "Reaganomics." However, after learning that "Ergonomics" is the study of the relationship between human beings and machines, I decided this workshop would help me survive the onslaught of high technology.

Peter Wooding of Peter Wooding Design Associates was the first speaker. He discussed and illustrated with slides ideal office work areas and computer work stations. Some of the ideas he expressed were:

I. Seating

- A. Chairs should fit the body properly and should be comfortable. There should be good lumbar support for the back, and the thighs should be fully supported.
- B. Chairs should also be adjustable and should not have arms, because arms of chairs get in the way and are not adjustable.
- C. Slides were shown of the "Jefferson Chair" (idea taken from a chair designed by Thomas Jefferson) which is an adjustable lounge chair with attachments, such as keyboard, lamp, etc. within easy reach of the individual seated.
- D. Also discussed was the "Hog Chair," which contains a padded kneeler so that a seated individual can rest his/her knees on soft padding, thereby relieving pressure on the back.

II. Lighting

- A. Terminal screens should be parallel to windows to avoid glare.
- B. Use dimmer switches for overhead lighting whenever possible.

III. Computer terminal-carrel units

- A. Terminal screen should be at eye level.
- B. Keyboard should be placed at a height so an individual's arms are at a 90 degree angle.
- C. A copy holder should be directly adjacent to the screen.

To obtain proper work stations when confronting an administration ready to slash the budget, you should do the following:

- 1) Provide explicit specifications about what you need.
- 2) Emphasize long-term factors, such as back problems from inadequate support from inferior chairs, etc., if you do not have proper work stations.
- 3) Indicate that work performance will be improved.

Even if one has the ideal work station, exercises at the terminal are a must to reduce fatigue and tension. Gail Bender, Community Health Coordinator of the R.I. Dept. of Health conducted the second part of the program.

Ms. Bender proceeded to demonstrate exercises one can perform while seated, such as arm twirls, leg lifts, neck swirls, and others. She encouraged everyone in the audience to exercise along with her, and most of us did. After finishing our exercises, Ms. Bender invited everyone to call the R.I. Dept. of Health at 277-6957 for a copy of The Way to Fitness.

* * * * *

PROJECT 2000: UPDATING THE DSLS FIVE-YEAR
LONG RANGE PLAN by Frank Iacono

Bruce Daniels, Department of State Library Services (DSL) Deputy Director, and Roberta Cairns, Director of the East Providence Public Library and Chairperson of the 40-member DSLS Planning Committee, highlighted the Committee's work to date and its overall objectives. The Committee is engaged in Project 2000, a 1½-year endeavor to develop a 1986-1991 DSLS long-range service plan. The new plan will be the first produced using the methodology of A Planning Process for Public Libraries. As Ms. Cairns points out, Library Services and Construction Act (LSCA) regulations require a long-range plan from each state library development agency. The plan must be submitted to and approved by the U.S. Department of Education.

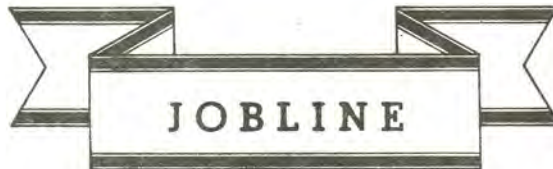
Ms. Cairns discussed the Planning Committee itself, noting that its members represent a cross section of Rhode Island's citizenry and that it has been meeting twice a month since October and will continue to do so until early 1986 when the plan is to be completed. To date, the Committee has been in the process of familiarizing itself with the duties, responsibilities, and legal constraints that determine many of the services offered by DSLS, and has been using this information to develop a list of broad service areas that must be considered in the course of arriving at a DSLS mission statement. It is anticipated that the Committee will have produced a finalized mission statement sometime next February.

Mr. Daniels spoke to the importance of developing a functional five-year long range plan that is truly based on the input of the Planning Committee, its subcommittees, and the public at large. He noted that the plan will consist of a mission statement and very specific goals and objectives that will determine priorities of service on a statewide level. He further noted, however, that DSLS does not have a totally free hand when it come to planning priorities. This is because

the Department must operate in accordance with (a) the provisions of state library law; (b) the provisions of LSCA; and (c) with regard to the blind and physically handicapped, the regulations of the National Library Service for the Blind and Physically Handicapped. Nonetheless, he emphasized the importance of creating a document that is based as much as possible on the input of those whom it is intended to serve.

Ms. Cairns wrapped up the discussion by stating that members of the library community should be aware of the work of the Committee and can be sure that they will be enlisted to assist it along the way. Regular updates of the progress of the Committee will appear in the RILA Bulletin and the DSLS Newsletter. Also, the general public will be accorded opportunities for contributing to the plan through open hearings and other forms of correspondence.

* * * * *



The Rhode Island Library Association has established a minimum recommended salary of \$17,500 for a full-time beginning librarian in 1985.

SCHOOL LIBRARY SUBSTITUTES: Candidates must be certified as Teachers of Library Science by the Rhode Island Department of Education. Pay rate: \$35 per day. Applications are available from: Mr. Secondo Siniscalchi, Director of Personnel, Cranston Public Schools, 845 Park Avenue, Cranston, RI 02910. Phone: 785-0400, ext. 137-138. For further information call Mrs. Bernier at 785-0400, ext. 342.

YOUTH SERVICES LIBRARIAN needed by suburban Boston library (100,000 vols.). Responsible for all aspects of services to young adults. Must be generalist able to work with toddlers through elders. MLS and 2 years of library experience required; knowledge of technology helpful. Available immediately. Salary: \$15,240-\$19,344 in 5 steps. Send resume, references, and letter of application to Sharon Gilley, Library Director, Beebe Library, Wakefield, MA 01880.

NEWS FROM THE EXECUTIVE BOARD

At the December 19, 1984 meeting of the RILA Executive Board, the following items were discussed and/or acted upon:

- The budget for 1985 was approved as submitted by the Treasurer.
- RILA ended its half-year, July-December, 1984, in the black.
- RILA will be fostering a relationship with the Rhode Island League of Cities and Towns to effect passage of adequate funding measures for Rhode Island Libraries.
- Some members of RILA's Executive Board have met with a key member of Governor-Elect DiPrete's transition team to express their concern for adequate funding for libraries and to elicit his support for increased funding.
- There was substantial discussion of potential mechanisms to secure adequate funding for libraries. The GRC will study these and report to the Executive Board at a future date.
- Fran Farrell-Bergeron and Connie Lachowicz met recently with William Ferrante, Vice President for Academic Affairs at the University of Rhode Island, subsequent to the panel discussion on the Graduate School of Library and Information Services (GSLIS) at the RILA Conference. At that meeting, Mr. Ferrante indicated that reorganizational plans for URI were to be released imminently. He expressed the ongoing support of the URI administration for the GSLIS. He also urged the professional library community to continue to remain interested in the quality of the GSLIS, and to remain involved. (Subsequent to that meeting, the President of URI has recommended to the Faculty Senate that the GSLIS be placed under the College of Arts and Sciences; the head of the GSLIS to be a department director; and to request a postponement of the accreditation visit by ALA.)





BULLETIN BOARD

Lincoln Public Library was the setting for a Candidate's Forum, moderated by Library Director Earleen Gamache. Candidates for General Assembly were invited to express their views on various issues. The forum was taped for broadcast on Cable TV.

Mikhail Baryshnikov, Bill Cosby, Bette Middler and Sting will lead "A Nation of Readers," ALA's theme for National Library Week, April 14-20, 1985. The celebrity posters are part of an array of colorful graphics and specific library promotion ideas from ALA. For a free catalog showing all posters and order information about ALA promotional materials, write or call: 1985 Library Graphics Catalog, Public Information Office, American Library Association, 50 E. Huron St., Chicago, IL 60611 (312) 944-6780.

The Portsmouth Free Public Library recently raised over \$1400 at its annual wine and cheese party. The extremely successful event was co-chaired by Ann McDonald and Susan Kelchner.

ALA is preparing to celebrate the centennial anniversary of education for librarians in the United States. The year-long celebration will begin at the ALA Annual Conference in 1986, culminating in 1987, one hundred years after Melvil Dewey launched the first library school at Columbia University.

The East Providence-Rumford Branch Library, which has been closed for building repairs, has recently reopened.

The 1984 directory of Coordinators of Children's Services and of Young Adult Services in Public Library Systems Serving at Least 100,000 People is now available from the Association for Library Service to Children. The publication identifies key staff members in the nation's largest public library systems who develop and coordinate programs for children--from preschool through young adults. To order send \$7.50 to ALSC/ALA, 50 E. Huron St., Chicago, IL 60611. All orders for single copies must be prepaid with checks or money orders made payable to the American Library Association.

The Boston Library Consortium Union of Serials is now available in microfiche form. Its 65,000 titles include holdings of Boston College, Boston University, Brandeis, MIT, Boston Public, Northeastern, Tufts, Wellesley, and the University of Massachusetts Boston and Amherst. Keyword Index, \$50/\$40 prepaid. Union List, Boston Library Consortium, Rm. 339, Boston Public Library, 666 Boylston St., Boston, MA 02117, (617) 262-0380.

Junior High Contemporary Classics, a list of fifty top-quality, high-appeal works of fiction for grades 7-9, has been compiled by the children's and young adult editorial staff at Booklist. The bibliography, prepared as a companion to the "everychild" list, appears in the December issue of Booklist and will be available as a reprint. A single copy of the reprint will be sent upon receipt of a self-addressed, #10 envelope, stamped with 37 cents postage. Order from Booklist/Junior High Classics, American Library Association, 50 E. Huron St., Chicago, IL 60611.

Conservation Management for Libraries and Archives (LS439) will be offered during the spring of 1985 at the Graduate School of Library and Information Science, Simmons College. The class will meet on Wednesday mornings, from 9-12, beginning on January 23. This basic course will provide participants with the fundamentals of preventative conservation for librarians and archivists. Drawing upon the expertise of the Northeast Document Conservation Center, the course will include hands-on conservation sessions and field trips to the NEDCC. For further information, contact Director of Admissions, Graduate School of Library and Information Science, Simmons College, 300 The Fenway, Boston, MA 02115 (617) 738-2264.

Highlights of spring 1985 course offerings at the University of Rhode Island Graduate School of Library and Information Studies include Comparative Librarianship (LSC 511), Librarianship and Public Policy (LSC 516), Reading Interests of Young Adults (LSC 531), Health Sciences Librarianship (LSC 537), Government Publications (LSC 543), Information Science for Librarians (LSC 544), Online Searching (LSC 547), Microcomputers in the Library (LSC 548), Introduction to Library Conservation (LSC 564), and Rare Book Librarianship (LSC 565). For further information, contact URI/GSLIS, Rodman Hall, Kingston, RI 02881.

The Special Libraries Association has announced its first annual Winter Education Conference to be held February 1-3 at the Franklin Plaza Hotel in Philadelphia, PA. Workshops will cover communications skills, library automation, budgeting, effective supervisory skills, microcomputers in libraries, and software review. A "Marketing and Public Relations" course will be offered as one of five units of the Middle Management Institute. For further information contact Special Libraries Association, 235 Park Avenue South, New York, NY 10003.

To celebrate its incorporation, COLA will hold its Annual Meeting and a Champagne Reception on Thursday, February 14, 1985, from 5 to 7 p.m. at the State House.



PEOPLE
IN THE NEWS

PATRICIA MEDEIROS has been appointed Children's Librarian at Greenville. She replaced EDITH CALDERARA who retired in August.

JACQUELYN B. TOY of Providence Public was recently elected director of the New England Library Association.

EVELYN M. CHERPAK has been named Head of the Naval Historical Collection at the Naval War College in Newport.

DANIEL BERGEN of the URI/GSLIS has been on sabbatical during the fall semester. He has been studying the philosophy of librarianship at the University of Wisconsin/Madison.

TOM SURPRENANT has taken a one-year leave of absence from the URI/GSLIS. He is presently serving as Director of the Graduate School of Library and Information Studies at Queens College, City University of New York.

LEENA SIITONEN has joined the URI/GSLIS faculty as a replacement for Tom Surprenant. She holds a Ph.D. from the School of Library and Information Science, University of Pittsburgh.

LYNDA L. PRYHODA, former head Information Services Librarian at Cranston Public Library, has been appointed to the newly-created position of Head Adult Services Librarian. She will now supervise both Information Services and Circulation Services at Cranston.

BRUCE DANIELS, Deputy Director of DSLS, was elected Vice-Chair of the White House Conference of Library and Information Services Task Force, at its Fifth Annual Meeting, in Evanston, Illinois, in September.



RHODE ISLAND LIBRARY ASSOCIATION

Individual Membership Application/Renewal Form

January 1, 1985 - December 31, 1985

Members' dues support association activities in the areas of government relations, personnel development, public relations, and intellectual freedom. Your dues include receipt of the RILA Bulletin and reduced conference rates.

For information about institutional and affiliate membership, contact the Chairperson of the Membership Committee: Charlotte Schoonover at 783-8254.

FIRST TIME MEMBER	\$8.00	Renewing Library Personnel (dues based on salary):	
Library School Student	\$8.00	Under \$ 8,999	\$ 8.00
(maximum 3 years)		\$ 9,000--\$12,999	\$12.00
Trustee	\$8.00	\$13,000--\$16,999	\$16.00
Retired	\$8.00	\$17,000--and above	\$20.00
Affiliate	\$8.00		

Membership renewal is due beginning January 1, 1985. Memberships not paid by April 1, 1985 will be withdrawn. By paying before the deadline, you will be assured of inclusion in the annual Membership Directory to be published in the May 1985 issue of the RILA Bulletin.

Membership dues are tax-deductible; please retain this section for your records.

RILA membership 1/85-12/85: Dues paid _____ Date _____

PLEASE COMPLETE THIS SECTION AND RETURN WITH PAYMENT CHECK

All listings in the annual MEMBERSHIP DIRECTORY are taken from the information provided below. Would all RENEWING MEMBERS please check the listing in the February 1984 RILA Bulletin and note whether the information on this form represents a change from your current listing. If so, please check here _____. Please notify the Chairperson of the Membership Committee of future changes of address (the Post Office does not forward the RILA Bulletin), position, or telephone number. Please type or print the following:

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If you wish to send \$1.00 (or more) to the Washington office of ALA to support its work on behalf of libraries, please add the amount of the donation to the amount paid for dues and check this box

TOTAL AMOUNT ENCLOSED _____

If you do not want your listing to appear in the annual Membership Directory, check here _____

Mail this form and your check to: RILA, c/o Charlotte Schoonover, Membership Chair., Kingston Free Library, 1329 Kingstown Rd., Kingston, R.I. 02881 (Telephone 783-8254)

THANK YOU FOR YOUR SUPPORT OF THE RHODE ISLAND LIBRARY ASSOCIATION !

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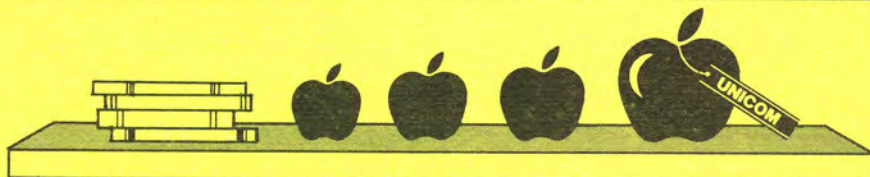
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